



User Guide

Logging on



Login	Session No. yegmowjvit
Company Code	
Email Address	
Password	
Continue	

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Enter your company code,
email address and password
assigned by STA and click
continue.



Making a booking



WebRes Arranger Menu with Reports**Session No. yegmowjvit**

- [Client Profile and Bookings](#)
- [Create a Client Profile](#)
- [Make a Reservation](#)
- [web-res Reports](#)

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Log-out

Select Make a Reservation



Select Traveller



Welcome,



Traveller Search

First name

Last name

Email

Status



IN USE	NAME	BOOKINGS	FUTURE BOOKINGS	MANAGE ITINERARIES
	NEILSON, REBECCA	19	+ VIEW	Please select Please select Itineraries New booking

Select traveller by typing surname and click on >

This will bring up a list of travellers with that surname. Select New Booking from the drop down box and >

Making a booking

Fare Search **Hotel Search** Car Search Itineraries

Traveller: Ms REBECCA NEILSON

SEARCH SELECT ITINERARY & BOOK FINISH

Search flights and fares

☒ Return ☐ One-way ☐ Multi-trip

Departing from
SYD 24 JUN 2009 08:00

Arriving at
25 JUN 2009 17:00

Travel reason
Please Choose

[More flight related options](#) ☐ Include car ☐ Include hotel

CONTINUE >

Select flights, include car and/or hotel if applicable

Making a booking

Fare Search

Hotel Search

Car Search

Itineraries

Traveller: Ms REBECCA NEILSON

SEARCHSELECTITINERARY & BOOKFINISH

Search flights and fares

☒ Return

☐ One-way

☐ Multi-trip

Departing from

SYD

24

AUG 2009

08:00

Arriving at

MEL

25

AUG 2009

17:00

Travel reason

Please Choose

[More flight related options](#)

☒ Include car

☒ Include hotel

Preferred car company

Avis

Preferred hotel

All Preferred

CONTINUE >

If you include hotel/car the default is your preferred supplier. You can select other companies by using the drop down box

Selecting flights

Option A: Sector by Sector

- = matches your compliance policy
- = does not match your compliance policy

The prices below are quoted in **AUD** and have been rounded for display purposes.

SYDNEY to MELBOURNE - Monday 24 Aug 2009

✈ Airline	✈ From	✈ To	✈ Flight	✈ Price				
	06:00 SYD	07:30 MEL	QF 401	☐ \$ 70 Red e-deals	☐ \$ 177 Super Saver	☐ \$ 290 Flexi Saver	☐ \$ 413 Fully Flexible	☐ \$ 506 Business Class
	06:15 SYD	07:45 MEL	DJ 802	☐ \$ 62 Go! Fare	☐ \$ 92 Blue Saver	☐ \$ 272 Flexible	☐ \$ 352 Corporate Plus	☐ \$ 402 Premium Economy
	06:30 SYD	08:00 MEL	QF 405	Unavailable Red e-deals	☐ \$ 197 Super Saver	☐ \$ 290 Flexi Saver	☐ \$ 413 Fully Flexible	☐ \$ 506 Business Class
	06:45 SYD	08:15 MEL	DJ 806	☐ \$ 62 Go! Fare	☐ \$ 92 Blue Saver	☐ \$ 272 Flexible	☐ \$ 352 Corporate Plus	☐ \$ 402 Premium Economy
	06:45 SYD	08:15 MEL	QF 403	☐ \$ 70 Red e-deals	☐ \$ 177 Super Saver	☐ \$ 290 Flexi Saver	☐ \$ 413 Fully Flexible	☐ \$ 506 Business Class
	07:00 SYD	08:35 AVV	JQ 603	☐ \$ 72 JetSaver	Unavailable Not Applicable	☐ \$ 242 JetFlex	Unavailable Not Applicable	Unavailable Not Applicable

Compliant fares are displayed in **BOLD**. From here choose your flights with the radio button. If you need to check the fare rules click on the fare name. Scroll down the page to display return flights and continue

Selecting a hotel

SEARCH **SELECT** ITINERARY & BOOK FINISH

Hotel search results

Preferred hotels

Click the 'view' button to review the rooms available at the hotel, then click the 'select' button to choose a room.

CROWNE PLAZA MELBOURNE	A\$198.00 - A\$270.00	VIEW
HOLIDAY INN ON FLINDERS	A\$185.00 - A\$320.00	VIEW

NOTE Rates are subject to change. Please review the 'Rules' from the Itinerary Page before booking.
As these rates might have been converted from another currency, they may be subject to exchange rate fluctuations.

Available Rooms

✓ = matches your compliance policy
! = does not match your compliance policy



CROWNE PLAZA MELBOURNE
A\$198.00 - A\$270.00

[DETAILS](#)

ROOM TYPE	RATE PLAN	RATE	COMPLIANCE	
STANDARD ROOM NONSMOKING 24 SQM BED TYPE PREFERENCE CANNOT ADVANCE PURCHASE	STNR0LN	A\$198.00	✓	SELECT >
2 DOUBLES STANDARD NONSMOKING 27 SQ METERS BROADBAND HIGH ADVANCE PURCHASE	TVNR0LN	A\$198.00	✓	SELECT >
1 QUEEN BED STANDARD NONSMOKING 24 SQ METERS BROADBAND HIGH ADVANCE PURCHASE	1DNR0LN	A\$198.00	✓	SELECT >
STANDARD ROOM NONSMOKING 24 SQM BED TYPE PREFERENCE CANNOT RADIUS	Radius	A\$220.00	✓	SELECT >
STANDARD ROOM NONSMOKING 24 SQM BED TYPE PREFERENCE CANNOT BEST FLEXIBLE RATE	STN013A	A\$220.00	✓	SELECT >

Important: Pls read room type description as some rates are advance purchase/non refundable and your credit card will be charged immediately

Compliant rates highlighted with a blue tick and non compliant with a red exclamation mark. Click select to book that rate

Select a car

SEARCH SELECT ITINERARY & BOOK FINISH

Car search results <<

Select a Car

✓ = matches your compliance policy
! = does not match your compliance policy

Cars available in MEL AIRPORT from Monday 24 August 2009 for 2 day

CAR	LOCATION	TYPE	RATE	COMPLIANCE
Avis (ZI)	MELBOURNE AIRPORT Distance 0 km	Economy Manual 2- or 4-door	A\$ 33.68 Unlimited km	✓
				DETAILS SELECT >
Avis (ZI)	MELBOURNE AIRPORT Distance 0 km	Compact Manual 2- or 4-door	A\$ 34.72 Unlimited km	✓
				DETAILS SELECT >
Avis (ZI)	MELBOURNE AIRPORT Distance 0 km	Compact Automatic 2- or 4-door	A\$ 41.27 Unlimited km	✓
				DETAILS SELECT >
Avis (ZI)	MELBOURNE AIRPORT Distance 0 km	Intermediate Automatic 2- or 4-door	A\$ 43.00 Unlimited km	✓
				DETAILS SELECT >

Compliant car type/rates highlighted with blue tick and non compliant with red exclamation mark. Click select to book that car type

Review itinerary details

1 Review itinerary details [GO TO BOTTOM](#)

✓ = matches your compliance policy

! = does not match your compliance policy

✈️ **FLIGHT 1 - SYD to MEL, 24 Aug 2009**

Status: Not Booked

Booking Reference:

**QANTAS[QF] QF 403**
AIRCRAFT 763
CLASS ECONOMY
STOPS 0

DEPARTS **SYDNEY (SYD)**
Mon 06:45 AM
24 Aug 2009

ARRIVES **MELBOURNE (MEL)**
Mon 08:15 AM
24 Aug 2009

[Rules](#)

!

NOTE A lower fare of **\$62.00** is available. If you proceed you will need to select a reason for not booking the lowest fare. If you wish to reselect please click the edit icon on the right.

✕

✎

✈️ **ADD FLIGHT**

🚗 **ADD HOTEL**

🚗 **ADD CAR**

**Avis**
LOCATION MEL AIRPORT
CAR 2- or 4-door Automatic
Compact
TEL

PICK UP Mon 08:15 AM
24 Aug 2009

DROP OFF Tue 06:30 PM
25 Aug 2009

[Rules](#)

✓

Special Request - will be passed to the supplier but cannot be guaranteed

Request GPS

✕

✈️ **ADD FLIGHT**

🚗 **ADD HOTEL**

🚗 **ADD CAR**

**CROWNE PLAZA MELBOURNE**
LOCATION 1-5 SPENCER STREET
MELBOURNE VIC AU
3005
TEL 61-39-6482777

CHECK IN 24 Aug 2009

CHECK OUT 25 Aug 2009

[Rules](#)

✓

Special Request - will be passed to the supplier but cannot be guaranteed

Non smoking room

✕

✈️ **ADD FLIGHT**

🚗 **ADD HOTEL**

🚗 **ADD CAR**

✈️ **FLIGHT 2 - MEL to SYD, 25 Aug 2009**

Status: Not Booked

Booking Reference:

**QANTAS[QF] QF 460**
AIRCRAFT 332
CLASS ECONOMY
STOPS 0

DEPARTS **MELBOURNE (MEL)**
Tue 06:30 PM
25 Aug 2009

ARRIVES **SYDNEY (SYD)**
Tue 07:55 PM
25 Aug 2009

[Rules](#)

!

NOTE A lower fare of **\$70.00** is available. If you proceed you will need to select a reason for not booking the lowest fare. If you wish to reselect please click the edit icon on the right.

✕

✎

If you forgot to select include hotel/car when selecting flights, there is another opportunity to add here

Important: Pls add any special requests to suppliers in the free format area

STC TRAVEL
Academic and Corporate

Review itinerary details

Travel agent special requests

Special Request

255 characters left



Under itinerary details is a free format area to send requests to your team to action

Review rules and restrictions

2 Review rules & restrictions

- Please review the rules from the hyperlinks in section one.
- Rates are subject to supplier changes and any rate that has been converted from local currency is subject to exchange rate fluctuations.
- Electronic Tickets - you will need to provide identification to collect your boarding pass, e.g. a driver licence or passport.
- Rental Car prices do not include service charges, extra fees such as a one-way surcharge and extra person charges, or any other incidentals.

☐

Please check this box to confirm you understand and accept the terms and conditions as viewed from the above hyperlink(s) on your Itinerary. Fares, rates and cancellation conditions are defined and managed by the supplier of the service and cannot be guaranteed.*

Check the box to accept terms and conditions

Booking details

3 Booking details

▲ TOP

Your booking will be created with the information from your profile. If you would like to check or update this information [click here](#) to update prior to booking. Once you have updated your profile click on the 'My Itinerary' tab button to return to this page.

Title*	First name*	Middle Initial	Last Name*
Ms ▼	REBECCA		NEILSON



Check for frequent flyer details

Company reporting

Please complete the following information

Reason for Travel *

Non-compliance reasons

Flight non-compliance reason

Please Choose ▼

Select non compliance reason code from drop down box if cheapest flight/fare wasn't selected or non compliant car/hotel rate selected

Your company may require extra reporting eg. reason for travel, job number. Red asterix will identify if mandatory

Payment Details

4 Price Summary

The pricing breakdown for the above itinerary is as follows (all amounts include GST):

FLIGHTS	ACCOMMODATION	CAR HIRE
Flight 1 A\$ 399.90	Accommodation 1 A\$ 220.00	Car Hire 1 A\$ 82.54
Flight 2 A\$ 399.90		
Taxes and Levies A\$ 31.86		
GST on above A\$ 74.90	GST on above A\$ 20.00	
Flight Total A\$ 831.66	Hotel Total A\$ 220.00	Car Total A\$ 82.54
GRAND TOTAL		A\$ 1134.20

Review price summary and payment details if applicable. If only one credit card in profile, no payment details will appear as that credit card is default

5 Payment Details

Where applicable please select the payment type you would like to use for this booking from the option(s) below.

Flight Payment Details

Invoice Company

Hotel Payment Details

Existing Personal Credit Cards*

Please Choose

Car Payment Details

Existing Personal Credit Cards*

Please Choose

PRINT ITINERARY

EMAIL ITINERARY

BOOK >

Important: Virginblue and Jetstar and most Qantas fares are instant purchase so when you select Book your credit card will be charged

Booking completed



Itineraries

Display

Future Itineraries



Find itinerary booked off-line



REFRESH

NEW ITINERARY

	DATE	DESTINATION	NAME	PNR	STATUS	AUTHORITY	CANCEL	MANAGE
✈	15 May 2009	SYD-HBA Flight		BGDUVW	Paid	Approved		Please Select
✈	06 May 2009	BNE-SYD Flight SYD-BNE Flight		BVTAPI	Paid	Approved		Please Select
✈	14 Jul 2009	SYD-MEL Flight MEL-SYD Flight		DFKVML	Booked	Approved		Please Select

Booking confirmed

How to cancel part of a booking

1 Review itinerary details GO TO BOTTOM

✓ = matches your compliance policy
! = does not match your compliance policy

FLIGHT 1 - SYD to MEL, 14 Jul 2009 Status: Not Booked Booking Reference:

**QANTAS[QF] QF 401**
AIRCRAFT 763
CLASS ECONOMY
STOPS 0

DEPARTS **SYDNEY (SYD)**

Tue 06:00 AM
14 Jul 2009

ARRIVES **MELBOURNE (MEL)**

Tue 07:30 AM
14 Jul 2009

[Rules](#) ✓

NOTE A lower fare of **\$78.00** is available. If you proceed you will need to select a reason for not booking the lowest fare. If you wish to reselect please click the edit icon on the right.

✕

✎

✈️ **ADD FLIGHT**

🏠 **ADD HOTEL**

🚗 **ADD CAR**

CAR HIRE 1 - MELBOURNE, 14 Jul 2009 Status: Not Booked Booking Reference:

**Avis**
LOCATION MEL AIRPORT
CAR 2- or 4-door Automatic
Intermediate
TEL

PICK UP Tue 07:30 AM
14 Jul 2009

DROP OFF Wed 04:45 PM
15 Jul 2009

[Rules](#) ✓

Special Request - will be passed to the supplier but cannot be guaranteed

✕

Cancel

✈️ **ADD FLIGHT**

🏠 **ADD HOTEL**

🚗 **ADD CAR**

ACCOMMODATION 1 - MELBOURNE, 14 Jul 2009 Status: Not Booked Booking Reference:

✕

**MANTRA ON RUSSELL
MELBOURNE**
LOCATION 222 RUSSELL STREET
MELBOURNE AU 3000
TEL 61-3-9915 2500

CHECK IN
14 Jul 2009

CHECK OUT
15 Jul 2009

[Rules](#) ✓

Special Request - will be passed to the supplier but cannot be guaranteed

✕

✈️ **ADD FLIGHT**

🏠 **ADD HOTEL**

🚗 **ADD CAR**

Select the **X** button on the segment you wish to cancel and proceed

How to cancel entire booking

Itineraries

Display: Future Itineraries Find itinerary booked off-line REFRESH NEW ITINERARY

	DATE	DESTINATION	NAME	PNR	STATUS	AUTHORITY	CANCEL	MANAGE
✈	15 May 2009	SYD-HBA Flight		BGDUVW	Paid	Approved		Please Select
✈	06 May 2009	BNE-SYD Flight SYD-BNE Flight		BVTAPI	Paid	Approved		Please Select
✈	14 Jul 2009	SYD-MEL Flight MEL-SYD Flight		DFKVML	Booked	Approved		Please Select Please Select View Cancel Re-book Re-name Template

Select Cancel from
drop down box

Important: cancellations can only be made prior to ticket issue (Virginblue and Jetstar instant purchase, Qantas issued same day booking made). Once ticketed, pls contact the team to cancel booking

How to create a traveller profile



WebRes Arranger Menu with Reports

Session No. yegmowjvit

- Client Profile and Bookings
- Create a Client Profile
- Make a Reservation
- web-res Reports

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Log-out

Select Create a Client Profile



How to create a traveller profile

Create a new profile Session No. yegmowjvit

Title	Miss
First Name	Rebecca
Second Initial	
Surname	Neilson
Known As	
Employee No	
Job Title	
Date of Birth	
Address 1	
Address 2	
Address 3	
State	
Post Code	
Country	
Home Phone	
Work phone	
Mobile No	
Fax No	
Home Fax No	
Email Address	
Email Address 2	
Home Airport	
Preferred Consultant	
Password	••••••
OBE Menu	webtvr
Employee Type	ALL
Select a Department	
Select a Cost Centre	
Attach Client to all coordinators	☐

Enter full name as
on passport

Employee type will drop in
automatically. Do not change

Enter all personal information
in this screen. Bold fields are
mandatory

Do not use symbols in address
fields (dash, comma etc) as profile
will not sync

Email address must be
unique. Do not use your own

Make the password the
travellers first name

Enter Department and Cost
Centre if required

Tick this box if you want other
travel arrangers to have
access to the profile

How to create a traveller profile

Profile Name	NEILSON/REBECCA MISS
Creation Date	24-06-09
Created By	
Company	
Cost Centre	Support
Department	Sydney Office

Travel Arrangers/Approvers

Name	Type	Email	Phone No	Mobile	Fax No
Rebecca Neilson	Personal				
View All Travel Arrangers/Approvers					

Employee No.		Home Phone		
Employee Type	All	Work Phone		
Job Title		Mobile		
Surname	NEILSON	Fax No		
First Name/Initial	REBECCA	Home Fax No		
Title	Miss	Email Address		
Date of Birth		Email Address 2		
Address 1		Home Airport		
Address 2	Sydney	Passport Country		
Address 3		Mailout Flag	Yes ☒	No ☐
State		Insurance	Yes ☒	No ☐
Postcode				
Country				

Postal Address	Client Preferences	Passports	Credit Cards
Client Interests	Memberships	Client Emergency	

Save Changes

Add frequent flyer, hotel memberships, passport details, credit cards etc here

Always save changes